



IN 2014, NATIONAL EAP:

- ▶ DELIVERED NATIONWIDE & GLOBAL EAP SERVICES
- ▶ WAS ON-SITE AT ORGANIZATIONS RESOLVING LONG STANDING EMPLOYEE CONFLICTS WITH OUR SKILLED MEDIATION SERVICES
- ▶ TRANSFORMED WORKPLACE CULTURES WITH OUR LEADERSHIP CENTER PROGRAMS
- ▶ RESPONDED TO CLINICAL CRISES 24/7/365 AND SAVED LIVES
- ▶ PREVENTED JOB LOSS BY INTERVENING & RESOLVING COMPLICATED EMPLOYEE DECLINE ISSUES
- ▶ MANAGED THE BEHAVIORAL NEEDS THROUGHOUT ALL PHASES OF REDUCTION IN FORCE
- ▶ ADDRESSED DIVERSITY AND CULTURAL COMPETENCE ISSUES THROUGH OUR SENSITIVITY TRAINING PROGRAMS
- ▶ MANAGED ALL ASPECTS OF DRUG FREE WORKPLACE PROGRAMS INCLUDING DRUG TESTING, INTERVENTION AND MANAGEMENT TRAINING
- ▶ WAS HIGHLY ACTIVE IN OUR COMMUNITY PROVIDING FINANCIAL SUPPORT AND LEADERSHIP EXPERTISE TO NUMEROUS NOT-FOR-PROFIT ORGANIZATIONS

AND THAT'S THE SHORT LIST.

What can we do for you in 2015?

▶ WWW.NATIONALEAP.COM • 1-800-624-2593





Skill Builders

Skill builders are a benefit of your EAP program. They are e-learning courses that can be completed in 15-20 minutes. Each offers a visual presentation, brief online quizzes, and a printable certificate of completion. For 2015, we have a new list of Skill Builders that align with the most requested topics.

- ✓ Accountability
- ✓ Appreciating Personality Differences
- ✓ Business Etiquette and Professionalism
- ✓ Caring For Aging Relatives
- ✓ Cultural Diversity in the Workplace
- ✓ Drug-Free Workplace Compliance
- ✓ Eating Your Way to Wellness
- ✓ Effective Communication
- ✓ Emotional Intelligence for Success
- ✓ Estate Planning: Five Essential Documents
- ✓ Maximizing Your Day: Effective Time Management
- ✓ Nobody Likes a Bully: Bullying in the Workplace
- ✓ Recognizing a Troubled Employee
- ✓ Say What You Mean the Right Way: Healthy Forms of Communication
- ✓ Self-Care: Remaining Resilient
- ✓ Sexual Harassment Prevention in the Workplace
- ✓ The Art of Conflict Resolution

To access Skill Builders, go to www.nationaleap.com and log-in with your company's username and ID. Go to the right of the page, scroll down and click on "Skill Builder Center"

National EAP's Workplace Mediation Program

DiD yOu KnOw.....?

- That 60-80% of all difficulties in organizations stem from strained relationships between employees?
- That the typical manager spends 25-40% of his or her time dealing with workplace conflicts?
- Those organizations that have integrated conflict resolution processes, like mediation, report 50-80% reductions in litigation costs?

Since 1982, National EAP's mission has been addressing and resolving workplace problems. While our EAP counseling services are designed for Employees individually, Mediation services bring Employees together to address specific challenges they are facing with each other and fosters solutions so they could continue to work together efficiently.

"National EAP's Workplace Mediation program gets to the heart of issues, offering an opportunity to address conflict quickly and effectively, improve morale, increase productivity and retain valuable employees." – Aoifa O'Donnell, CEO, National EAP, Inc.

In Employee-Employee mediation, our Mediator will facilitate an open discussion, helping both employees to recognize each other's perspectives and better consider how the dispute may be resolved. With mediation, employees gain a better understanding of the conflict at hand and learn to communicate more effectively with one another. The goal of the mediation is for Employee's to have a safe environment to communicate their feelings, validate their concerns and explore alternative, healthier solutions to interact with others.

Four Steps in the Mediation Process:

1. **HR/Management consultation** with National EAP to determine if mediation is appropriate for the situation at hand by examining the existing conflict, history, and organizational culture.
2. **Individual Assessments:** If the Mediator determines that mediation may be appropriate, the Mediator will first meet with each Employee individually to further assess if they are good candidates for mediation. If they are, the Mediator will help prepare each individual for the upcoming mediation. The Mediator will coach Employees in effective communication strategies and provide focal points for each individual to reflect on before the mediation session.
3. **Employee-Employee Mediation:** The Mediator will meet with both employees to discuss the issue at hand. Employees will be encouraged to communicate their feelings in a sensitive, calm manner. Employees will be asked to listen and reflect on one another's responses. An agreement to move forward from the conflict will be discussed and solutions to interact more effectively will be explored.
4. **Follow up:** Successfully re-building relationships within the workplace is our goal. HR/Management are kept abreast of Employee's progress throughout the mediation process.

For more information, please contact Julie Simon, MFT, CEAP, Director of EAP services at 1-800-624-2593 x 22.



National EAP's Workplace Mediation Program Case Study

***The names in this study have been changed to protect confidentiality*

PROBLEM:

Jane and Lisa, two healthcare professionals, had been working together for 1 year in equal positions. A few months after they began working together, tensions began to manifest. Jane did not think Lisa took her job seriously and complained that she was constantly picking up her slack. Lisa felt annoyed that Jane would micromanage her and tell her what to do.

Tensions escalated and soon spread to others in the department. Employees would observe Jane and Lisa making snide remarks and spreading gossip and rumors about the other. Many Employees began to feel uncomfortable and several began to partake in the gossip. Jane and Lisa would avoid schedules together, refuse to cover the other's shift and even began to neglect their patients' needs if the other were involved in their care.

One day, Jane observed Lisa texting on her cell phone in the middle of a busy shift. She got so angry that she stormed over to Lisa and began to shout and curse at her. Lisa shouted back at Jane and began to insult her. Co-workers and patients were present during this altercation. It was at this time that HR interceded and decided to bring in a mediator to speak with both parties.

INTERVENTION:

In mediation, both employees were able to recognize that although they may have different approaches to their work, they still share very common goals. They both strive to provide excellent patient care, want the best for the company and agree that a positive, happy work environment is ideal.

Jane and Lisa discussed changes they were willing to make to work together effectively. Jane agreed to be more open-minded to Lisa's approaches even though they differ from hers. She agreed that if she had helpful advice to share with Lisa that she would speak with her in a calm, civilized, non-judgmental manner. Lisa expressed that she would be grateful for Jane's feedback as long as it was communicated in a professional and friendly manner. Lisa also agreed to make a conscious effort to offer her assistance to Jane on days that Jane had a busy client load.

OUTCOME:

Our Mediator followed up with Human Resources over the next 3 months. HR reported that both employees were working together efficiently and respectfully and even became friends. Additionally, there was improvement in the overall morale of the department.

How can National EAP help YOU resolve your workplace conflict?

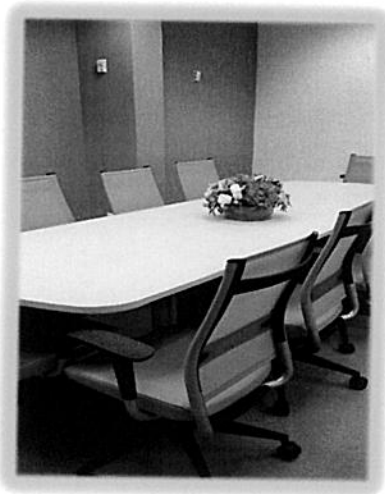
For more information, please contact Julie Simon, Director of EAP Services at
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The National EAP Leadership Center

“What if we invest in training this person and they leave?” Our reply, “What if you don’t train this person and they stay?”

I am pleased to announce that beginning January 2015, the National EAP Leadership Center will be offering Leadership Training and Coaching programs at our corporate headquarters.



Productivity comes from great management, and great managers are trained how to manage. Too many managers are given the job but not the training.

-Bradley Sugars

The first training is **Goal Setting** for Managers in January 2015. Additional trainings will be: *(Dates, Times, and Cost to follow)*

- ✓ Emerging Leaders
- ✓ Sensitivity Training
- ✓ DISC Training
- ✓ The Power of Teamwork
- ✓ Conflict Resolution

These trainings will equip your managers, emerging leaders and staff with the tools they need to thrive in your workplace!

FOR MORE INFORMATION CONTACT:

Dona Rutowicz at donarutowicz@nationaleap.com or 1-800-624-2593 ext. 14
www.NEAPLeadershipCenter.com

Private
Classes are
Available